



**WENTWORTH
TECHNOLOGY**

User's Reference Guide

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Base Station Operating Instructions

The Base Station home screen provides information on operational modes as well as providing access to user adjustable system settings.

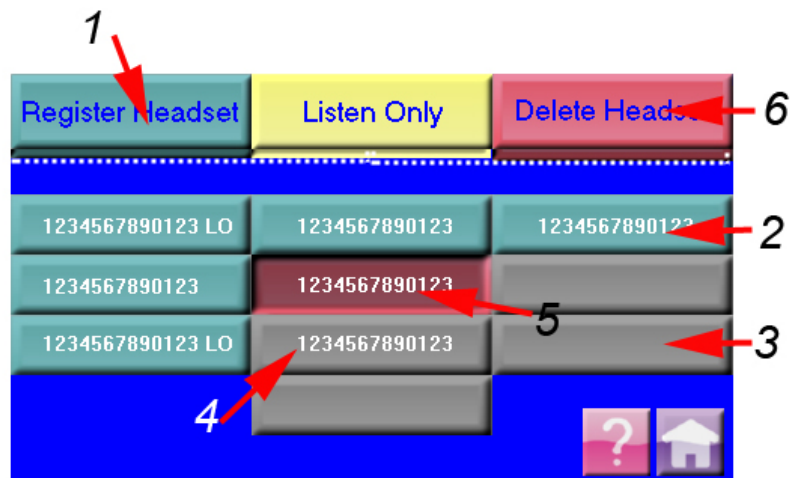


Register Headset:



Wentworth Technology SpeedThru™ headsets must be registered with the Base Station.

- Press “Headset” on the home screen to access the registration screen shown below.
- Note: If the Base Station is locked a PIN will be required for access; see “Enter PIN”.



Registration Procedure:

- Press “Register Headset” on the Base Station Screen (1)
- Turn on the headset you wish to register.
- Serial number appears when registration is complete and the bar turns green (2)
- **Note:** Once the bar turns green, you may leave the registration screen. If registration doesn't occur, within 5 minutes, the process times out. If further assistance is required call Wentworth Technology at 877-495-1634.

Registration Bar Description:

The system has slots to register up to ten headsets. The base station will allow six of the headsets to connect simultaneously at one time.

Registration bars may appear in three colors, with the following meaning:

- Gray bar, no serial number—registration slot is available (3)
- Gray bar with serial number—headset registered, unit powered off (4)
- Green bar with a serial number—headset registered, powered on (2)
- Red bar with no number—headset registration has failed
- Red bar with a serial number—headset is selected for deletion or for toggling Listen Only Mode(5)
- Any serial number followed by “LO” means that headset is in the Listen Only Mode. See Listen Only Mode for more information

Manual Deletion Procedure:

- Locate the serial number on the headset and match it to the serial number on the Base Station screen (Note: Powering on the headset will cause the Registration bar to turn from gray to green, confirming the selection.)
- Press the identified Registration Bar, which will turn red (5)
- Press “Delete Headset” (6)
- The Registration Bar will turn to gray with no serial number (3)

Listen Only Option:



In order to prevent unintended communication between a headset and the order point, use the Listen Only Option, which disables the Center button but allows the Page button to function. When the headset is powered on or if the center button is pressed a voice prompt of “Listen Only Mode” is played to remind the user of limited operation.

Selecting Listen Only Option:

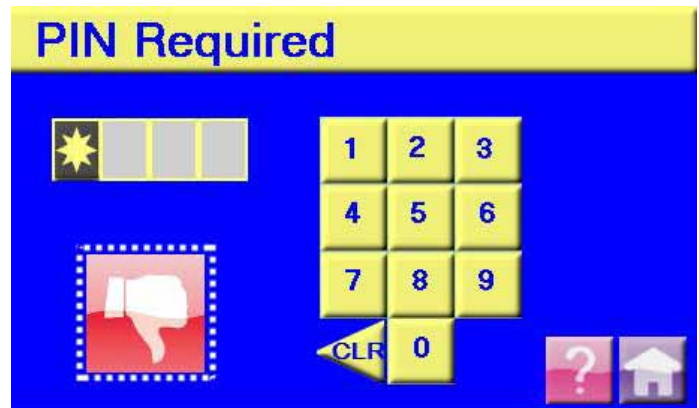
Press the “Headset” button on the Home Screen to open the “Registration Screen” where the Listen Only Option is managed.

To place a headset in the Listen Only Mode:

- First identify the serial number (located on the back side of the battery compartment) of the headset selected (*Tip: Another way to identify a headset is to power the headset on or off while looking at the registration screen noticing which bar changes color.*)
- Then press the “Listen Only” bar. (The headset may be powered on or off).
- Secondly, select the registration bar for the intended headset. (Before selecting, the headset may be powered off [GREY bar] or powered on [BLUE bar], and the button will turn RED after selecting.)
- Press the registration bar on the screen of the selected headset (the button will turn red to indicate selection). Lastly, select the “Listen Only” bar at the top of the screen.
- Notice that the letters “LO” appear at the end of the headset serial number to confirm that Listen Only has been applied to the selected headset.
- The headset is now a Listen Only headset until the process is repeated, placing it back in standard operating mode.
- When the center button on the headset is pressed while in Listen Only Mode, a voice prompt of “Listen Only Mode” is played.
- *Tip: Place an identifying tag on the headset headband to visually identify LO mode.*

Press the HOME graphic to return to the Home screen. Press “?” for screen help.

Enter PIN:



Enter PIN (Unlock):

- Press PIN on the Base Station home screen
- Enter the four digit PIN using the keypad
- Successful PIN entry returns the user to Home screen.

The home screen now displays a green “Unlocked” graphic.



To Lock:

- Press the “Unlocked” button on the Home Screen to lock the system
- Note: The Base will automatically lock after 5 minutes of inactivity.

Errors:

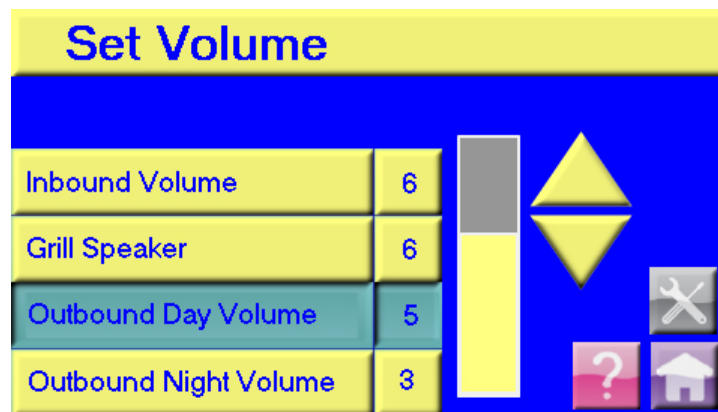
- Press the “CLR” arrow to erase entry
- A “Thumbs Down” graphic indicates an incorrect in PIN entry.
- Re-enter correct PIN
- If the PIN has been lost, a master PIN is available. Please call Wentworth Technology for assistance.

Tip: To change the PIN return to the Base Station home screen by pressing the “Home” button (bottom right), press “Settings” then select “Change PIN”

Settings Screen:



The “Settings” button (pin required) provides access to the following five system settings categories: (1) Set Volume, (2) Set Clock, (3) Set Night Volume Time, (4) Set PIN, (5) Set Lane Configuration.



Set Volume options:

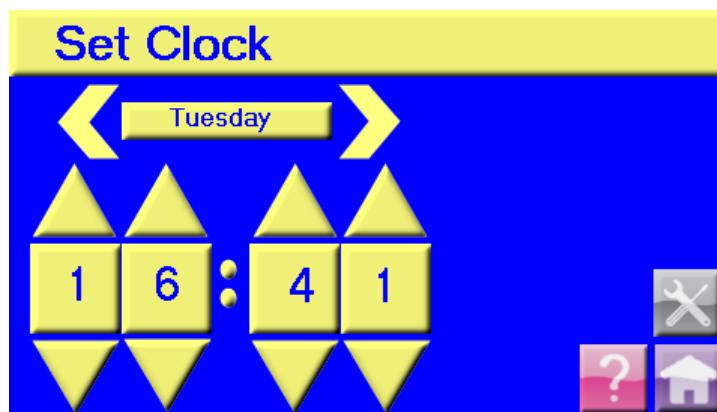
- Inbound Volume—the voice of the guest in the headset
- Grill Speaker Volume—kitchen ceiling speakers, optional
- Outbound Day Mode Volume—the sound level the guest hears at the order point, daytime setting.
- Outbound Night Mode Volume—the sound level the guest hears at the order point, night time setting, (if required),
- To change set time: Press “Set Night Volume Time” on “Settings” screen
Note: if “Night Volume Mode” is not required, simply set both Outbound Day and Outbound Night volumes to the same level. (Alternative: set the Night Volume Time “Begin Time” and “End Time” to the same time, preferably after closing time. See next “Settings” section for more information)
- Local authorities may require a reduced outside speaker volume during evening hours in some locations.

Adjusting a Volume:

- Press one of the four labeled bars needing adjustment
- Press the UP or DOWN arrows to the right to adjust volume
- Sound level indicator graphic will raise or lower and the volume number will change with each arrow press.
- These adjustments are “live” meaning the sound level is instantly being adjusted.

Set Clock: Adjust the 24-hour internal clock:

- Press the UP or DOWN arrows to adjust the time as desired
- The example shows 4:41 PM displayed as 16:41.
- Adjust day using right and left arrows.



Set Night Volume Time:

Adjust the time of day when the reduced volume of the Night Volume Mode should begin and end, where required by local ordinance. Note: Set both the Day and Night Volume to the same setting if this Mode is not desired.



Press “Begin Time” or “End Time” and adjust the time using a 24-hour format. (6:01 PM would be entered as 18:01.)

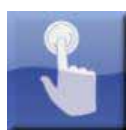
Set PIN: Allows PIN to be changed:

- Enter a new four digit PIN using the keypad
- A starburst will indicate each number entered
- Re-enter the same PIN again
- If the two entered PIN numbers match the Settings screen will appear.
- *Note: Although a Master PIN is available, it is strongly recommended that a new PIN be added to the system. If the Master PIN becomes generally known, system security is greatly reduced.*





Headset Mode Selection: Select from the available modes:



Push To Talk



Hands Free



Auto Hands Free



Speed Team

Pressing the button will toggle between the four modes.

NOTE:

Mode changes should be made when no customer order is in process since a Mode change will close the order point speaker and microphone. It is best to press the Mode change when the customer has completed their order but it is not necessary to wait until they have left the order point. The communication channel may be re-opened if desired by simply touching the center button on the headset.

Headset Mode Descriptions:

Push To Talk



- With no vehicle present, the order point speaker and microphone will remain off
- When a Vehicle pulls to order point...
 - All headsets hear repeating beep and see a flashing boom tip. The order point microphone turns on.
 - The Order taker answers, touch & hold the center button
 - Order taker microphone/speaker turn on
 - Order taker boom light turns solid red
 - Other headset boom lights/beeps stop
 - Option: A second order taker may join the conversation by touching and holding the center button. (Excluding Listen Only Headsets)
- The Order taker releases center button
- Order taker microphone is muted
- Headset boom light flashes (reminder of customer presence)
- The session is completed when the customer leaves order point
- Order taker boom light goes off
- All microphones and speakers turn off

Hands Free Mode



- With no vehicle present, the order point speaker and microphone remain off
- When a vehicle pulls to order point
 - All headsets hear a repeating beep and see the flashing boom tip. Order point microphone turns on
 - The Order taker taps center button
 - Order taker microphone/speaker turn on
 - Order taker boom light turns solid red
 - Other headset boom lights/beeps stop
 - The Order taker taps center button again
 - Order taker microphone is muted
 - Order point microphone remains on
 - Headset boom light flashes (reminder of customer presence)
 - The session is completed when the customer leaves order point
 - Order taker boom light goes off
 - All microphones and speakers turn off
 - Option- A second operator wishes to join the order in progress (excluding Listen Only headsets)
 - Second operator taps the center button

- Second operator is now conferenced with the customer and order taker, boom light turns solid red
- Second operator taps center button again
- Headset resumes listen status with boom light off

Remember:

- A solid on LED indicates a “LIVE” microphone.
- A flashing LED indicates a “MUTED” microphone while a customer remains at the order point.

Auto Hands Free Mode



During very busy times, the Auto Hands Free mode will save time by automatically activating the order taker microphone as a vehicle is detected at the order point.

Upon vehicle detection all headsets will hear one beep then only the order taker microphone will automatically become active.

Note of Explanation:

In Auto Hands Free Mode the order taker is designated as the headset which initially communicates with the order point.

Tip: Should a different headset wearer wish to become the order taker, simply do the following. The current order taker should power off their headset. The new order taker then may simply touch “on” the center button when the next vehicle activates the vehicle alert tone. That headset will then become the default order taker headset, meaning that the microphone on this headset will become active when a vehicle activates the loop.

Tip: OR your can press and hold the Page button and then immediately press and hold the Center button. Continue holding both buttons until the message “Auto Hands Free mode” is heard in the headset. Both buttons can then be released. At this time that headset will be the new order taker headset and it’s microphone will be active.

- Remember:
- A solid on LED indicates a “LIVE” microphone.
- A flashing LED indicates a “MUTED” microphone while a customer remains at the order point.

Speed Team Mode



This mode allows for the use of an outside order taker to acquire and transmit orders from customers in the drive thru lane beyond the menu board. The key feature of the mode is the disabling of the vehicle detection tone and the order point speaker and microphone. The microphone and speaker of the order taker headset stays on full time when the center button is pressed so that the other headset wearers (and grill speakers) may hear the customer place their order.

TIP: Should it be desirable to continue to use the order point speaker and microphone to take alternate orders from guests, do not select Speed Team Mode. Instead, use Push to Talk to communicate with the guests whose order needs to be taken at the order point. The outside ordertaker may then relay orders to another team member using the Page channel.

Day/Night Mode Information:



Some local authorities require a diminished speaker volume during evening operations to reduce noise in certain neighborhoods. The *SpeedThru* system accommodates this requirement, allowing the operator to choose the desired time for the increased volume as well as the volume setting.

Alternately, the restaurant may be located near a noise source, which reduces around the same time each day. Therefore an elevated speaker volume to allow customers better opportunity to hear the voice of the order taker may be desired.

The home screen will display the current mode (Day or Night) by the appropriate graphic. To change these settings (volume and time) access the “Settings” screen.

or



Menu A Information:



This graphic represents the order point. A car image will appear when a vehicle is present at the order point. It will be blank when no car is present.



System Clock:

The clock reports the time in 24-hour format. (See “Settings”, “Set Clock” to adjust.)

Resetting the System:

Reset- Pull the power supply cord (barrel plug) located on the right of the base station for one second, then re-insert. The system will always retain the restaurant-adjusted settings. The headsets will automatically re-establish communications with the base in a few moments, playing “Headset connected” in headset as an audio confirmation.

Headset Operation Instructions

Headset Features:

- Battery compartment and access door
- Power button and indicator light
- Adjustable headband
- Adjustable boom
- Talk button
- Page button
- Volume swipe
- Inside microphone
- Outside microphone
- Ear piece cushion and speaker



Headset Power On and Off:

Press and release the power button located on the battery compartment side of the headset. The power light will illuminate near the power button. The headset will establish a communications link with the base station if it has been previously registered. If the headset has not previously been registered see the section on “Register Headsets.”

To power off, simply press and release the power button located on the battery compartment side of the headset. The power light will go out.

Adjusting the Headset for Size:

A sliding adjuster is built into the battery compartment portion of the headset. Grasp the battery compartment and gently slide the headset headband to adjust for proper fit.

Method for tightening the fit of a SpeedThru headset



The dual headbands may become miss-shaped resulting in a loose fit. To tighten the “grip” of the headset, grab one side of the headset in each hand and pull the two sides past each other as illustrated in the photos. A video of this process is available on our website.

Adjusting the Microphone Boom:

To maintain the best sound quality the microphone boom should point at the corner of the mouth. The boom allows for enough adjustment that the headset may be worn for right-hand or left-hand operation.

Headset Buttons:



The WT headset features three (3) electronic touch “buttons” that sense the presence of a finger. No pressure is required as there are no moving parts. Only one button at a time may be activated. (The headset ignores multiple buttons touched at one time.)

- **The TALK or CENTER button** is the larger center depression on the headset. Actuate this button by placing fingertip in the depression. The button has different operation depending upon the Headset Mode selected. See Headset Mode Descriptions.
- **The PAGE button** is the smaller, off-center button. To communicate to other team members, place and hold a fingertip in the button area. PAGE ends when the fingertip is removed or after 45 seconds if being continuously activated. The Page function will not interfere with the customer order in process.
- **The VOLUME button** is a “finger sweep” area along the raised rim across the wide end of the headset. Each “sweep” of the finger across the area will raise or lower the volume of the headset ear speaker, depending on the direction of the “sweep”. An increasing or decreasing tone will indicate the change in volume. “Minimum” or “Maximum” will play when the available volume adjustments have been made.

Tip: For the volume not to be accidentally adjusted, the sweep speed is designed to be deliberate and made at a reasonably slow rate.



Battery Installation:

The battery compartment is located on the opposite side of the headset from the microphone boom. To open the battery compartment, push up on the battery door latch while pulling out the bottom of the door. Insert the battery with the label facing out. Replace the door by inserting the top of the door in its slot followed by pushing the bottom of the door into place until it locks.

Battery Low Alert:

When a battery reaches a low level of charge a “Low Battery” prompt will sound. The Battery Low Alert will sound reminders once every 30 seconds for about 2 minutes until the battery is replaced. If ignored the headset will either automatically power off or turn the boom LED solid red and disable button presses depending on the headset version you are using. . Ample time is provided from the first alert until the headset shuts down (1 hr +). headsets will monitor the battery level and when it gets consistently low, it will play the “LOW BATTERY” message 4 times (30 seconds apart) and then play “HEADSET OFF”, turn the boom LED solid red, and disable the button presses.

Battery Charging:

Place the battery in one of the charging ports on the battery charger. The lights will communicate the charging or ready status of the battery. Battery charging time is approximately 4 hours. Only remove batteries from the charger when the light is green, indicating a full charge. Only charge depleted batteries. For example, do not charge batteries at the end of each shift.



Either a 3-bay or 6 bay battery charger is part of this system.

3-Bay: Insert batteries with label to the right. A red light will display if the battery needs charging. A green light indicates a fully charged battery.



6-Bay: Insert batteries with the label away from the latch. A flashing amber battery indicates a pending charge. An amber light indicates a charging battery. A solid green light indicates a fully charged battery.

It is recommended that 6-bay chargers be wall mounted to reduce the likelihood of liquids, or debris falling into the charger. The lights must be on the right side, which will place the retention latches under each battery. Also run the power supply cord behind the wall mounted charger to prevent accidental unplugging.

Battery Care:

Do not carry batteries in your pocket where they may come in contact with metal, resulting in a quick discharge and possible fire.

Disposing of Batteries:

Old batteries may be returned to WT or disposed of at any battery recycling station.

Headset Cleaning:

Wipe the exterior of the headset with a soft cloth dampened with a mild cleaning solution. Do not immerse the headset in water.

- Ear foams are replaceable.
- Microphone boom port foam ovals are replaceable. Dirty foam can negatively affect noise canceling functions

Tone Descriptions:

Vehicle Detected (Hands Free)	Repeating Beep, every second
Vehicle Detected (Auto Hands Free)	Single Beep, microphone opens
Low Battery	"Low Battery"
Headset Registered	"Headset Connected" voice prompt
Headset Not Registered	"Headset not connected" voice prompt
Volume Up/Down	2 step tones, increasing volume for up, decreasing for volume down
Minimum/Maximum Volume	"Minimum" or "Maximum" voice prompt
Page	"Page"
Tap/Talk	Quick short tone/chirp for ON, Double tone/chirp for mute
Power on sound	Either "Headset connected" or "out of range"
Mode Options	Voice Prompt: "Push to talk", "Hands Free", "Auto Hands Free" or "Speed Team"
Listen Only	Voice Prompt: "Listen Only" repeated if center button is touched.

Light Descriptions

Red LED flashes in boom	vehicle detected, muted microphone
Red LED solid in boom	vehicle detected, microphone is "LIVE"
Power light on the battery side	Unit on

Greeter Set Up



Some SpeedThru systems come with an optional Greeter. The Greeter Plays up to 7 pre-recorded messages in the order post as a customer drives up. It will select which message plays based on the day of the week and the day



part selected. To access, press **Greeter** to

access the Greeter control screen.



Greeter On - OFF

This screen shows the Greeter in the ALL OFF

setting. Press  to turn on the Greeter.



Record Message

Select G1 through G7 to open the recorder function. (G1 is shown as selected)



...plays the message in headset only (not to order post).




...starts the recorder. Hint: Pause for 2-3 seconds before touching the center button on the headset to record a message so the drive thru customer has time to roll down the window before the message is played.



...stops the recorder

Greeter messages are recorded using the headset. No orders may be taken while the message recordings are being made.




Press  immediately when the recording is complete so that the message is ended promptly. If not stopped, the recorder will continue until 16 seconds have elapsed. To exit the Record Message function, press the “G” button (G1 - G7) to release it. No other functions may be selected until the button is released.



Select Label

Press one of the seven message labels (Dinner is shown selected) to display the scroll function.




Press the  to scroll through the available labels to identify the recorded message. To exit the Label function, press the selected label to release it. No other functions may be selected until the button is released.



Set Time

Select the start and end time of the daypart you wish to set and



the Up/Down edit arrows  will appear. Adjust the time by 15 minute increments until the desired time is set.

Set Date: All recordings must be done with the M-T button depressed, regardless of the day you wish it to play. Once recording is complete, you may select day of the week you want it to play. Any combination of M-T, F, S, S.

Greeter Operation

- Vehicle arrives at menu board
- Greet plays. Then Greet ends
- Vehicle tone sounds and inbound audio comes on
- Mode options:

Hands Free Mode- Operator touches Center Button to open full communication

Auto Hands Free Mode- Headset automatically opens communication after one beep

Push to Talk Mode- Operator pushes and holds Center Button to open communication

Message Repeater (Part of Greeter)

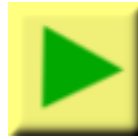
This is a component of the “Greeter” and allows messages to play in the headsets (not at the order post) at scheduled time(s). To access this feature, you must select the “Greeter” from the main control screen on the base station. Make sure the Greeter is “on”.

Select “MSG 1” or “MSG 2” in upper right corner.



Record Message

Select M1 through M7 (or M8-M13 if on MSG 2 screen). to open the recorder function. (M1 is shown as selected)



...plays the message



...starts the recorder



...stops the recorder.

Greeter messages are recorded using the headset. No orders may be taken while the message recordings are being made.



Press immediately when the recording is complete so that the message is ended promptly. If not stopped, the recorder will continue until 16 seconds have elapsed.

To exit the Record Message function, press the “M” button (M1 - M13) to release it. No other functions may be selected until the button is released.



Select Label

Press one of the seven message labels (Check Alarms is shown selected) to display the scroll function.




Press the to scroll through the available labels to identify the recorded message.

To exit the Label function, press the selected label to release it. No other functions may be selected until the button is released.



Set Time

Select the start time of the message you wish to set and the

Up/Down edit arrows  will appear.

Adjust the time by ½ hour increments until the desired start time is set.



Set repeat interval- the time in minutes when the message will play again in the headset. Select the button next to the start time and then use the arrows to adjust the interval time.

Set Date: All recordings must be done with the M-T button depressed, regardless of the day you wish it to play. Once recording is complete, you may select day- either M-T, F, S or S, and then select “ON” or “OFF” button.



Alerts: The last option on MSG 2 is for ALERTS. An alert is a message that is repeated in the headset that is not activated based upon a time, but upon a switch activation. You may connect an infinite number of switches to the basestation in parallel. No matter which switch is activated, the same message will play.

Cautions/Warnings

The SpeedThru headset system is intended for use to provide 2- way radio-frequency audio communication in quick service drive-through restaurants. The system must be installed and operated as specified in the instruction materials.

- 1) Read and keep and follow these instructions.
- 2) Handle this product with care.
- 3) Do not use this apparatus near water.
- 4) Clean only per instruction manual.
- 5) Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 6) Do not install near any heat sources.
- 7) Do not open, crush or expose battery to heat above 200°F.
- 8) Do not alter the functionality of the components in any way.
- 9) Only use accessories, chargers, and power supplies specified by Wentworth Technology.
- 10) Unplug this apparatus during lightning storms or when unused for long periods of time.
- 11) Have any damaged components repaired or replaced by qualified service personnel. Servicing is required when the apparatus has been damaged in any way.
- 12) Dispose of any components including batteries, in accordance with federal, state and local requirements. If preferred, return these components to Wentworth Technology for disposal.

Risk of shock:

- Grounded electrical system
- Risk of fire-batteries
- FCC compliance
- Interference with electronic medical devices



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